

The Power of One



Pillars Community Health

Healing. Caring. Educating.

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**DEAR
FRIENDS,**

We did it!

We completed our first full year as a merged organization. As you know, Pillars and Community Nurse Health Center merged in January 2018 (halfway into FY2018) to form Pillars Community Health. While many of us in leadership or administrative roles were focused on integrating our operations in FY2018, staff at our Health Center, in Behavioral Health, at our domestic violence shelter, on the Sexual Violence team, and in Early Childhood Education remained focused on providing high-quality services to our clients and patients. We are so proud to highlight their many successes in this Annual Report and to shed a light on the impact that their work is having on members of our community. This report also highlights several examples of the care and connections we were able to provide in FY2018, thanks to the merger and integration of services.

We've said it before, but mergers are not for the faint of heart. We could not have made it through without your generosity and continued support. This report is intended to give you a sense of the power that you have—yes, *you*—to drive change in your local community. If we want to really affect national statistics related to domestic violence or diabetes or suicide, we have to work together and we all have to be involved. Whether it's providing a listening ear for a neighbor, believing a survivor, volunteering, or financially supporting the efforts of community-based organizations—every positive action matters. Thank you for standing behind us and for believing in the power of one organization to improve the health of your community.

Sincerely,

Zada Clarke
Board Chair

Angela Curran, JD, LLM
President and CEO



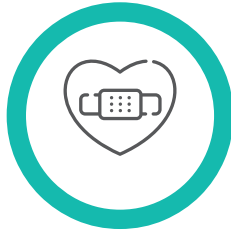
HEALTH AND SOCIAL ISSUES AFFECTING OUR COMMUNITIES



INSURANCE

Nearly 40 percent of American adults who lack health insurance are at or below the federal poverty level. Another 50 percent are living just above the federal poverty level (<3.0 times FPL).

— Centers for Disease Control & Prevention (CDC)



VIOLENCE

1 in 3 American women and 1 in 4 American men have experienced some form of physical violence by an intimate partner.

— Centers for Disease Control & Prevention (CDC)



LIFE SPAN

Three years in a row, life expectancy in the United States has declined, fueled largely by a record number of drug overdose deaths and rising suicide rates.

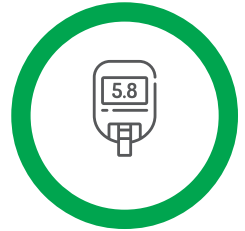
— Centers for Disease Control & Prevention (CDC)



RAPE

One out of every 6 American women has been the victim of an attempted or completed rape in her lifetime.

— National Institute of Justice and Centers for Disease Control & Prevention



DIABETES

Nearly 10% of the U.S. population has diabetes.

— Centers for Disease Control & Prevention (CDC)



DEPRESSION

In Illinois, 61.8% of youth with major depression do not receive mental health services in a given year.

— Mental Health America



SUICIDE

Suicide rates are on the rise in every U.S. state, with some states experiencing rate increases as high as 58% since 1999.

— Centers for Disease Control & Prevention (CDC)



CHILD CARE

A year of child care costs an average \$8,606 in the United States, far more than many families can afford.

— Forbes



ORAL CARE

42% of low-income adults in the United States report difficulty biting and chewing. In Illinois, 64% of residents report cost as the reason for not visiting a dentist more frequently.

— American Dental Association



OPIOIDS

More people will die from accidental opioid overdose than a motor vehicle crash this year.

— National Safety Council

THE RIPPLE EFFECT

The health and social issues our communities are facing can seem overwhelming.

No town or demographic is immune to them, and the sheer number of people affected is staggering. But we want you to remember the power of one, that **change begins with one person** showing compassion to someone else. Those interactions have even more power when they multiply. And so, we are working to address the needs right in front of us, the challenging situations affecting our own neighbors, our children's classmates, relatives, co-workers, and friends. By providing these services day after day to individuals, we hope to have a ripple effect: to help the 35 communities we serve in Cook County, eastern DuPage County, and Chicago become stronger and healthier, one person or one family at a time.

When we build a healthier community, we'll see healthier counties, and then perhaps healthier states, a healthier country, a healthier world. In the communities we serve or in which we are embedded, we are a steadfast presence for those who need us. By simply calling one phone number—708-PILLARS—community members gain access to a variety of services, from our domestic violence shelter to our Health Center to early childhood education and behavioral health. We hope our array of high-quality services helps people get the care they need, when they need it, at their local community organization.

OUR STORIES

On the pages that follow, you'll have a chance to read the stories of many people who have witnessed or are living the power of one.

OUR VIDEO

Visit [Youtube.com/pillarscommunity1](https://www.youtube.com/pillarscommunity1) to watch our new video and hear from 10 people who have seen the power of one up close.

THE POWER OF ONE PROGRAM

NAME

Gregory McClellan

LOCATION

Justice, Illinois

OCCUPATION

Forklift Driver

MY STORY:

"Two years ago I passed out while taking out the garbage. I was on the second floor coming up the stairs when I fell. My face was scarred and swollen. My neighbor saw it happen and ran to get my wife who was in the living room. He told her to call the ambulance. I went to AMITA Health Adventist Medical Center in La Grange and was there one full month. At the time I didn't have any insurance. That's when I was diagnosed with sarcoidosis—a pulmonary (lung) disease—and also diabetes. Before I was released I began looking for a doctor to regularly see in the area. The hospital told me Pillars Community Health had the best doctors in the area. The service I've received these last couple of years has been exceptional. The staff are so professional. They also referred me to a pulmonary specialist, helped me get my eyes checked, and have taught me how to eat better. I would hate to know how my health would be without Pillars Community Health."

THE POWER OF ONE TO ME IS:

"A listening ear. They respectfully listen to my concerns and ideas. Me coming from the black community, they don't treat me different from anyone else. You can go places in our own community where it's not like that. My hat's off to Pillars Community Health."



In FY2018, our Health Center patients made a total of 5,524 visits to our Dental Center and 12,571 visits to our Medical Center (for medical, psychiatry, and/or behavioral health services).



For the fifth year in a row, we received a HRSA Health Center Quality Award from the U.S. Department of Health and Human Services in 2018. Also, for the fifth consecutive year, we were named a "Health Center Quality Leader," as our performance on approximately 15 clinical indicators placed us among the top health centers in the country. Only 411 of 1,373 Health Centers nationally achieved this status.

THE POWER OF ONE DONOR

NAME

Allyson Metcalf

LOCATION

La Grange Park, Illinois

OCCUPATION

Pilates Studio Co-Owner and
Instructor at Kinematics Corps

MY STORY:

“Both of my parents were on the boards of directors of Pillars Community Health’s predecessor agencies. I’m proud to support an organization that recognizes and does something to address my community’s needs. The issues Pillars Community Health addresses are not discriminatory. They’re in every community, at every socioeconomic level. Members of my family have dealt with mental health issues, but we were fortunate to have the resources to identify it and find treatment. I’ve always been aware that’s not the case for everyone. It’s gratifying that I can support an organization that makes treatment available for people who may not have resources.”

THE POWER OF ONE TO ME IS:

“Possibility. Regardless of the circumstances we’re in, there’s always the possibility to be in another circumstance, a better circumstance. We see how one act of bravery—as with the #METOO movement—how that can galvanize and shift societal awareness. It’s easy to become overwhelmed with the number of problems, the depth and breadth of some of these issues. But it’s not about one person doing everything. It’s about everyone doing something. Choose a positive action and focus on that and you’ll start to realize the impact it can have.”



The donations we receive from generous supporters are key to our ability to continue meeting the emergent needs of our community. By supporting our mission, you can help sustain these wonderful programs to heal, care for, and educate individuals in need within our community.



Over 1,200 of our neighbors chose a positive action and made a gift in support of Pillars Community Health in FY2018.

THE POWER OF ONE TEAM

NAME

George Totleben, MA, LCPC

LOCATION

Western Springs, Illinois

OCCUPATION

Community Support Team Leader at Pillars Community Health

MY STORY:

“The Community Support Team provides services to clients with severe mental illness, who have a higher level of need. Our focus is on helping them stay safe and avoid hospitalization. We do this by providing empathy and teaching responsibility, to encourage individuals to advocate for themselves and engage with the community. As a team, we help clients identify supports, teach coping skills, connect them to resources (like helping them fill out disability paperwork or get a bus pass), and talk about how to advocate for their needs. We also work on quality of life, helping introduce them to the wider world—like, if a client is interested in comics, we might take them to the comic book store and help them start a conversation with the clerk. Most of our clients also need to see a psychiatrist for medication management or to address psychiatric symptoms. At Pillars Community Health, we have Psychiatry Services in-house at our Health Center. It’s great because I can develop a consistent relationship with the psychiatrist to help him understand the specific needs of my clients, and my clients have easier access to both forms of support.”

THE POWER OF ONE TO ME IS:

“Never giving up. Any person can make a difference—but you’re hardly ever going to help a person on the first try. The important thing is that you’re persistent, that you don’t lose hope, and that you let people know you’re rooting for them.”



1,130

In FY2018, our Community Support Team provided 1,130 service hours to help 39 clients with severe mental illness. Clients receiving this service have a higher level of need and are assigned to a team of Community Support staff; these clients are also highly likely to receive Psychiatry and Outpatient Mental Health Services.

442

Pillars Community Health provided Psychiatry Services to 442 unduplicated patients in FY2018.



THE POWER OF ONE SCREENING

NAME

Maria Alba

LOCATION

Cicero, Illinois

OCCUPATION

High School Student

MY STORY:

"I was having suicidal thoughts, and I was in the hospital because I had a suicide attempt. I am a survivor of sexual assault. I just didn't know who to talk to, and whoever I did talk to would give me the wrong idea of what it was. I once had someone tell me that it wasn't even that bad. After being in the hospital, I was referred to Pillars Community Health's Screening, Assessment, and Support Services (SASS). It was good to find someone who I could talk to and who can help me start recovering. If I wouldn't have come across Pillars Community Health, I don't think I would actually be here. I'm not saying my life is great now but it is so much better. I can actually speak up for myself."

THE POWER OF ONE TO ME IS:

"Being able to comfort someone and giving them a safe space to be able to start their journey to recovery. When I first came to Pillars Community Health, I didn't know how to express my feelings. I didn't know who to turn to. But if you have that one person who really cares, that believes in you so much that they're willing to answer your calls at 3 am, it can be life-changing."



Pillars Community Health's Mobile Crisis Response Team is available 24 hours a day. Staff offer support over the phone for behavioral health issues or provide referrals to our other hotlines for domestic and sexual violence concerns. In FY2018, our Crisis/SASS Team addressed 734 crisis calls and completed 1,081 adolescent assessments (based on referrals from schools, hospitals, families, and others).



In FY2018, Pillars Community Health engaged with 3,746 unduplicated individuals through Behavioral Health Services. These individuals either received outreach, a formal intake, and/or one-time or ongoing services.

THE POWER OF ONE REFERRAL

NAME

Lauren Pagán, LPC, ICDVP

LOCATION

Constance Morris House, our domestic violence shelter at an undisclosed location

OCCUPATION

Director of Domestic Violence Advocacy
at Pillars Community Health

MY STORY:

“My team helps provide advocacy for survivors as well as prevention education in the community. In 2018, we ramped up our Medical Advocacy program. Constance Morris House was already working with our Health Center at Pillars Community Health to get domestic violence survivors the medical assistance they need. But, it’s important to note that domestic violence survivors in a crisis are five times more likely to be connected to a hospital or police department than a domestic violence shelter. So instead of just waiting for other survivors to get connected to us, we are now partnering with hospitals and first responders to let people know in other settings that we exist.”

THE POWER OF ONE TO ME IS:

“Empowerment. It starts with each person listening, supporting, and believing survivors and connecting them to resources. But at the end of the day, a survivor is the only person that knows their situation, so the change has to come from them. Our goal is to provide tools so clients can empower themselves to get through those challenges.”



858

In FY2018, we provided Domestic Violence Services to 858 men, women, and children; of those, 161 were residents in our shelter over the course of the fiscal year. We also received 988 calls to our 24-hour domestic violence hotline.

3

Pillars Community Health’s Sexual Assault team has had a Medical Advocacy program for many years. Now, in Domestic Violence, we’re partnering with our Health Center in La Grange, Gottlieb Hospital, Loyola University Medical Center, and AMITA Health Adventist Medical Center La Grange, to support domestic violence survivors who arrive first at their emergency rooms or hospital doors.

THE POWER OF ONE MESSAGE

NAME

Patty Murphy

LOCATION

Based in Hickory Hills, Illinois

OCCUPATION

Director of Sexual Assault Advocacy at Pillars Community Health

MY STORY:

“We work in solidarity to improve the lives of sexual assault survivors, break down institutional barriers, mobilize our communities, educate children, and advocate for policy changes. Knowledge is power, and I’m so proud of how we’ve increased our work in the community to provide more prevention education and advocacy over the years. Apart from directly advocating for survivors, we also do outreach to the community to make people aware of our services and provide classes and training to help community members, first responders, and medical personnel identify risk factors and learn how to find or refer for help. I am fortunate to work with a team that shares my commitment to social justice. The Sexual and Domestic Violence staff work around the clock (literally) to make our communities safer. To be surrounded by such compassionate caring souls is rare and I do not take that gift for granted.”

THE POWER OF ONE TO ME IS:

“Courage. It takes courage to speak up and say this happened to me. It also takes courage to do this work. We see people at their most vulnerable. In the criminal justice system, some of our cases last for years, and a Pillars Community Health advocate walks with a survivor every step of the way—from the emergency room to the courtroom. Our staff and volunteers are committed to showing survivors the care and compassion they deserve.”



K-8

In FY2018 alone, our Sexual Assault team provided 753 presentations to 21,389 participants across 15 school districts and 39 schools (K-8). We also worked with seven colleges and universities as well as area high schools. Presentations teach students about body right safety, bullying prevention, bystander intervention, and more.

213

In addition to prevention education, our Sexual Assault outreach team completed 213 social justice, activism, and awareness activities in FY2018.

THE POWER OF ONE PARTNERSHIP

NAME (S)

Kimberly Knake

Greg DiDomenico

LOCATION (S)

La Grange, Illinois

Hinsdale, Illinois

OCCUPATION (S)

Executive Director of
NAMI Metro Suburban

President and CEO of
Community Memorial Foundation



MY STORY:

“The Living Room in La Grange is a nationally recognized model and a proven alternative to the emergency room for adults ages 18 and older who are experiencing mental health crises. We created the Living Room in Fall 2016, in partnership with Pillars Community Health (who provides the clinicians), in direct response to what we heard in the community: Local police departments reported a spike in mental health calls; residents reported increased anxiety, loneliness, and suicidal ideation; and families didn’t know what to do beyond filing for an involuntary hospitalization for a loved one. Now, they can refer to the Living Room where we offer a clinical assessment, peer-to-peer counseling, and, if needed, a referral to a higher level of care.”

THE POWER OF ONE IS:

“Recovery is possible. Change is possible. When we work together as partners and community members to bring together our very best services, our expertise, our commitment to our loved ones and our neighbors, that’s when our community is changed for the better. It’s a collective magic.”

54%

Since its launch in October 2016, the Living Room has served 430 adults, with an average 54 percent return rate for ongoing peer counseling.

12

Among the goals of the Living Room is to help people avoid hospitalization. Since the Living Room opened, only 12 (out of 430) clients have been hospitalized, and only two of those were involuntary.

THE POWER OF ONE CENTER

NAME

Adrean Williams

LOCATION

Palos Hills, Illinois

OCCUPATION

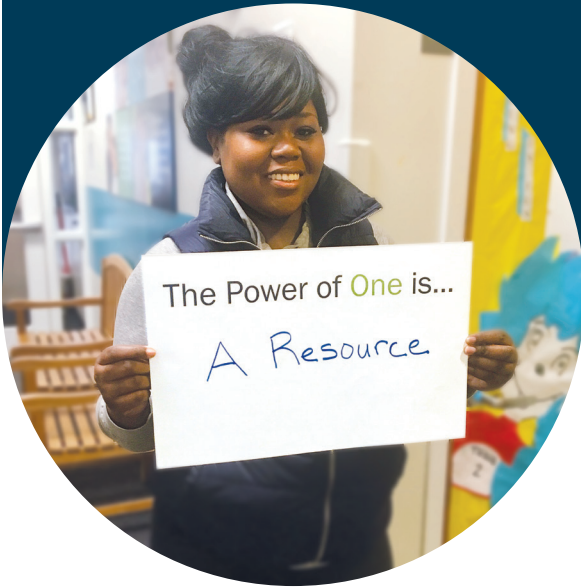
Coordinator and Parent

MY STORY:

"My 19-month-old is in Child Care at Pillars Community Health's Child and Family Development Center in Hickory Hills. I need child care so I can work. My son is benefiting greatly because he is able to be around other kids, which helps his social skills. He's also working with the teachers there. They have helped him with gross motor skills, taught him sign language and Spanish, and read him a lot of books. The Center also makes it convenient to connect with federal WIC benefits and the agency's dental services by having those providers come to the Center during orientation each year, and they offer Parent Cafés where parents can learn new parenting information or talk about stress. If I didn't have these services, I wouldn't be able to provide for my son like I need to. I want to be part of these services across the board. I'm the vice chair of the Parent Policy Council so I can also be part of any changes or ideas that might be beneficial to all the children at the Center."

THE POWER OF ONE TO ME IS:

"A resource. One person or organization can direct you to many resources to help you out. As a single parent, you deal with many different emotional issues or financial issues, and you also want the best for your child. You can choose to go to a lot of places to meet those different needs, or you can find many resources all at Pillars Community Health. It matters, just knowing if you need something, there's a place you can turn to."



50th

In 2018, we celebrated our 50th consecutive year of offering Head Start services to the local community. Head Start was developed in 1964, part of President Lyndon B. Johnson's War on Poverty, as a way to help low-income families access preschool. We opened our Head Start program in September 1968.

657

Pillars Community Health served 657 children in our Head Start and Early Head Start programs in FY2018, through our own Child and Family Development Center and through our delegate, The Children's Center of Cicero-Berwyn (whose program we oversee).

ELIMINATING BARRIERS

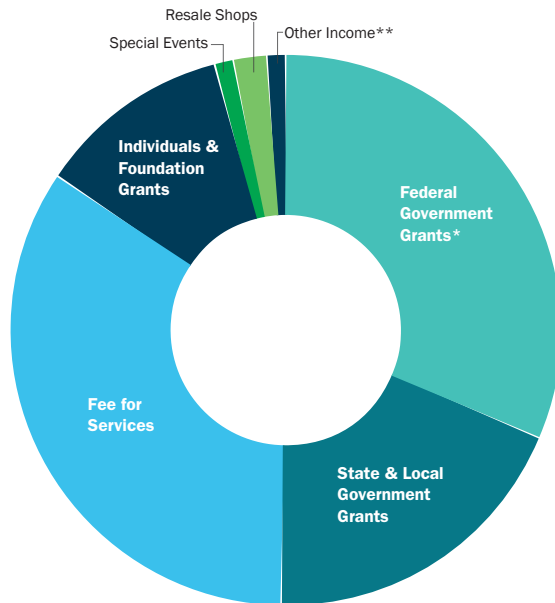
We envision communities where all people have equal access to the care they need, when they need it. To that end, we are committed to eliminating barriers to care such as language, stigma—or income. We do not refuse care based on inability to pay. Some restrictions do apply to our programs based on grant requirements; for example, some services are only offered in specific zip codes.

| SERVICE | FEE | TARGET POPULATION |
|--|---|--|
| Health Center Services | We accept Medicaid, Medicare, and some private commercial and Affordable Care Act insurance plans. For low-income patients without insurance, we charge a nominal fee based on income. Discounted prescriptions and some free care provided, based on eligibility. | Low-income, underserved adults and children; persons experiencing homelessness |
| Behavioral Health and Support Services | Most Behavioral Health and Support Services accept Medicaid, Medicare, and some private commercial and Affordable Care Act insurance plans. For low-income patients without insurance, we charge a nominal fee based on income. Buddy's Place bereavement support services are provided without charge, thanks to the support of the Lyons Township Mental Health Commission and other gifts. | Low-income, underserved adults and children |
| Domestic Violence Services | Services provided without charge, through state grants. | All men, women, and children who need these services |
| Sexual Assault Services | Services provided without charge, through state grants. | All men, women, and children who need these services |
| Head Start, Early Head Start, and Child Care | Eligibility is based on income. Head Start and Early Head Start are provided without charge, through a federal grant. Child care is subsidized by the state and a monthly co-payment is assessed. | Low-income families, families experiencing homelessness, foster children, TANF, and SSI recipients |

Donations from community supporters help us fill the gap and cover the cost of providing services when government dollars and fee-for-service reimbursements leave shortfalls. Thank you to each of our supporters for making this work possible!

FINANCIAL REPORT

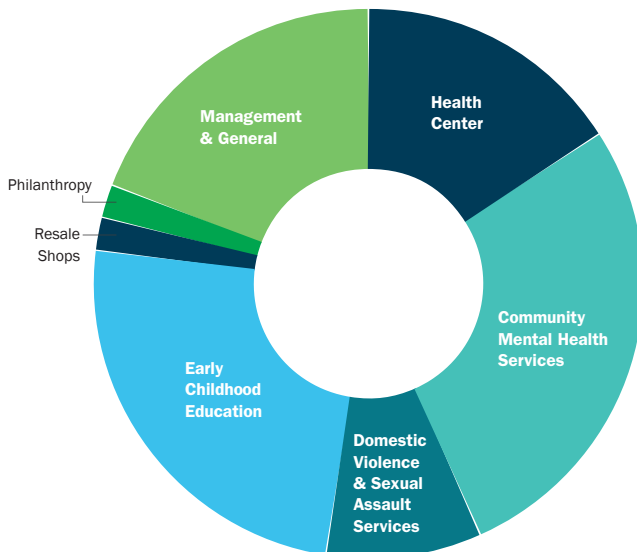
Pillars Community Health is a 501(c)3 nonprofit organization. We receive funding from a variety of sources including federal, state, and local government, foundations, and United Way as well as generous donations from individuals, corporations, and community groups. Audited reports are available upon request or on our website at www.PillarsCommunityHealth.org.*



Revenue

IN THOUSANDS

| | |
|--|-----------------|
| Federal Government Grants** | \$6,654 |
| State & Local Government Grants | \$4,081 |
| Fee for Services | \$7,214 |
| Individual Contributions & Foundation Grants | \$2,385 |
| Special Events | \$230 |
| Resale Shops | \$414 |
| Other Income*** | \$180 |
| TOTAL | \$21,158 |



Expenses

IN THOUSANDS

| | |
|---|-----------------|
| Health Center | \$3,352 |
| Community Mental Health Services | \$5,864 |
| Domestic Violence & Sexual Assault Services | \$1,885 |
| Early Childhood Education | \$5,250 |
| Resale Shops | \$409 |
| Philanthropy | \$494 |
| Management & General | \$4,047 |
| TOTAL | \$21,301 |

* This financial report includes the financial position for Pillars Community Services and Community Nurse Health Center, July 1, 2017 to December 31, 2017 (pre-merger), and for Pillars Community Health, January 1, 2018 to June 30, 2018 (post-merger).

** In FY2018, Pillars Community Health was a Head Start grantee with a delegate, a Federally Qualified Health Center, and an independent 501(c)(3) nonprofit organization incorporated under the laws of the State of Illinois. Pillars Community Health is a Health Center Program grantee under 42U.S.C.254b, and a deemed Public Health Service Employee under 42 USC233(g)-(n). Our Health Center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

*** Other income includes Miscellaneous Income; Unrealized Gains and Losses on Investments; Interest and Dividend Income; and Change in Fair Value of Beneficial Interest in Trust.



Pillars Community Health

23 Calendar Avenue
La Grange, IL 60525

Mission: Pillars Community Health provides health, social, and educational services to build strong, healthy communities.

Vision: We envision communities where all people have equal access to the care they need, when they need it.



708-485-5254

24-hour domestic
violence hotline

708-PILLARS

(708-745-5277)
Main line

708-482-9600

24-hour sexual
assault hotline